



Building Brighter Tomorrows for Families and Children

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TFI Family Services, Inc. Promotes Performance & Quality Improvement at COA National Conference

Statewide, Kansas, August 20, 2009 – TFI Family Services, Inc. (TFI) was recently honored by being selected to present at the Council on Accreditation's (COA) National Conference in New York, NY, held August 9-11, 2009. The COA is an accreditation process with a vision for excellence in the delivery of human services globally, resulting in the well-being of individuals, families, and communities. The value and credibility of COA accreditation are formally recognized in over one hundred distinct instances in forty-four states, the District of Columbia, as well as British Columbia, Canada. TFI is a COA accredited agency and has a service locations statewide that provide child welfare and behavioral health services for children and families.

Representing TFI Family Services, Inc. were Kameron Labahn, Director of Care Management, Brandy Tofel, Care Management Manager, and Shirley Dwyer, Director of Reintegration Services. They presented the workshop, "An A+ Means You're Not Working Hard Enough!" This workshop provided a snapshot of the performance and quality improvement (PQI) process at two human services agencies (TFI Family Services, Inc. and Wayside Youth & Family Support Network of Framingham, MA) where PQI is part of ongoing agency culture and not simply an annual report card. TFI demonstrated how to use data to manage an agency in ways that engages staff and integrates Children and Family Services Review (CFSR) indicators into daily PQI activities.

The COA recently contacted Peg Martin, CEO of TFI Family Services, Inc., to report the great

TFI Family Services, Inc. – Presents at Council on Accreditation National Conference

success of the conference as well as the impressive and practical presentation by TFI Family Services, Inc. staff.

ABOUT TFI Family Services, Inc. –TFI Family Services, Inc. a private, nonprofit organization that is dedicated to doing what makes sense for children and families through a diverse range of behavioral healthcare and child welfare services. To learn more go to www.the-farm.org. The Council on Accreditation website is www.coanet.org.

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